



Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints

Reference Number:	46810121	Originator Reference Number:	01210009582651
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>IncrediMail Inc. 1230 Avenue of the Americas New York , NY 10020 I have written to no avail have had problems for over 6 months I even sent them screen shots of the problems that I have been having. The have never gotten back , no notes, nothing, they just don't care. have a new address old address was (b)(6) rowlett new address on form Now I have over 3900 emails and cant read them everytime I log on I have these errors then it crashes everytime it tries to open. I have written corporate still nothing. There are items that I have lost because I can not access the program. Photos , letters , and addresses that I do not have any where else. I need to access them so I can either copy them or make back up copys on the information there. Then they expect me to pay another \$114.00 to get their, gold package , back up, creator package, and there plus package. When I paid for them I still did not get service. It's a shame it could be a great site if they only cared about there customers. I use to recommend their site but with all the trouble I have had. I am surprised there still in business. Any help would be greatly appreciated. And a nother thing not that they care I am disabled and the internet is my out to the world. I use it everyday. --- Additional Comments: have photos of the errors but don't know how to attach them, showing the problems</p>		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	6/14/2013
Updated By:		Updated Date:	
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	6/14/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)

Address 1:	(b)(6)	Address 2:	
City:	ROWLETT	State:	Texas
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	46067601	Originator Reference Number:	01210009536959
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>The following is an email I sent to lcredimail a few days ago which was returned to me as 'undeliverable'. This was my second try. I have been unable to get satisfaction by phone, or by email and was told that there was no mailing address to which I could write. When I closed the account (over a year ago) I had a terrible time, and was never given a 'cancellation' number, which the bank is now saying I will need in order to get my money back. Please let me know what else I can do, and why this company is still doing business. I've done some research - their headquarters is in Israel, and there are hundred of complaints about them on line. Thank you for your assistance in this matter.'I was charged on 4/23 for \$25.95 by your company. My account has been closed for over a year. I would like this charge refunded to my bank account immediately.I called 877-385-1667 and spoke w/ Nick William who said the only way he could cancel my account was to connect to my computer. I told him I wanted to speak with his supervisor, who was Steve Opoku. He also said he would have to connect to my computer to cancel the service, which as I said was cancelled a long time ago.While he was connected to my computer he said our ?computer network access protection? was not running and we were open to hackers. He recommended that we purchase from him Microsoft antivirus software for \$199.99 as he was an authorized Microsoft dealer. My husband called Steve Opoku and told him we were not interested in paying \$199.00 for his service, as we could get our computer protected for around \$30.00 with ?Panda?.I then went to my bank to try and recoup the \$25.95 the Incrediamil removed from my account, withou9t my authorization. They said I would have to show proof that our account was cancelled. So I am writing to get that information from you. If you can charge me, you must have an account number. I would like an invoice showing all my transactions with Incredimail for the past two years, if there even are any.Please respond as soon as possible, as I would like to get this matter settled.Sincerely, (b)(6) --- Additional Comments: I would like the charge of \$25.95 credited back to my checking account and have this company investigated for fraudulent practices.</p>		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	5/9/2013
Updated By:		Updated Date:	
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$24.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	5/9/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	STAUNTON	State:	Virginia

Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 3 / Consumer Sentinel Network Complaints			
Reference Number:	43984564	Originator Reference Number:	01210009432283
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>Incredimail has been downloaded on my computer without my authorization and it can't be removed. It is causing my computer to move slowly and/or freeze up altogether. I have to restart my computer frequently. It has moved my email from my AOL website to whatever Incredimail is. I have had a computer person work on my computer to remove it, to no avail. I have been skeptical about asking Incredimail for help because I don't really know if this is a form of a virus and don't want to risk adding something to my computer from them. In addition to having someone come in to service my computer, I have run virus scans nearly everyday. These problems were not evident until recently and I did not realize what was happening until I discovered the Incredimail and found my AOL mail had been changed. . Please help me. I don't remember exactly when this started, but I can guess that it may have been around the first week in January 2013. --- Additional Comments: I just want Incredimail gone and my computer restored for normal use. I didn't ask for this site. I just need to know how to remove it.</p>		
Was the complaint resolved?:	n	Complaint Resolution:	BEYOND SCOPE. This complaint is outside the general BBB purview.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	2/21/2013
Updated By:	BBBNYNY-USER	Updated Date:	3/7/2013
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	2/21/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	DOTHAN	State:	Alabama
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York

ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 4 / Consumer Sentinel Network Complaints			
Reference Number:	44501316	Originator Reference Number:	11302091239123181
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: This program installed a toolbar on my client's computer without user consent, likely using a web browser exploit. The toolbar and extensions took over my clients firefox (18.0.2) and internet explorer(9 with all patches) browsers, changing search engines, homepages, hiding the address bar, and promoting advertisements. Other Websites associated with this site include: incredibar.com and subdomains, incredimail.com and subdomains, incredizone.com The name of the product is MyStart by Incredibar. This is detected malware. Some more descriptions of this: http://www.spywareremove.com/removemystartincredibar.html The client is (b)(6) in Marble, CO. If you need to contact him, let me know and I'll get his info.</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	2/9/2013
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	2/9/2013	Transaction Date:	
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:	Crystal River Computers		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	MARBLE	State:	Colorado
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	18 - 19
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Ltd.		
Address:	hanahoshet 2		
City:	Tel-aviv	State/Prov:	

ZIP:	69710	Country:	Israel
Email:	alex-hostmaster@incredimail.com	URL:	www.incredibar.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Alex Kramarov	Title:	

Record # 5 / Consumer Sentinel Network Complaints		
Reference Number:	42886513	Originator Reference Number: 01210009356234
Language:	English	Contact Type: Complaint
Source:	Organization	DNC? N
Comments:	<p>Years ago, I had basic Incredimail email. I received an offer to upgrade to a paid email account that provided many more features and VIP customer service which included customer service to resolve problems or issues within 24 hours. This was a 'Lifetime' upgrade. I proceeded to get it, and recently I purchased a computer and had installed my incrdimail. The new computer I purchased was returned within 3 days beause it was defective. I did uninstall the incredimail program so I could reinstall it on my replacement laptop provided by Office Max. When I tried to contact the VIP customer service to tell them of the pending reinstallment, I never received a reply. There have been numerous emails, but no help. All I get is an advertisement offering me another upgrade. What i purchased was a lifetime upgrade why is it not being honored? I have sent the registration # many times to no avail.(registration code) (b)(6) --- Additional Comments: Replacement of upgraded product, with the same lifetime usage, and the 24 hour VIP sevice that was included with my paid upgrade. I also they honor all lifetime products when people purchase them. Not to do this is false advertising and misleading when they decide to have another upgrade and try to charge once again. i am going on my 3rd month of emails with no response. I think an apology is also in order.</p>	
Was the complaint resolved?:	y	Complaint Resolution: RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:		
Entered By:	BBBNYNY-USER	Entry Date: 1/3/2013
Updated By:	BBBNYNY-USER	Updated Date: 3/7/2013
Complaint Source:	BBB NY New York	Product Service Code: Internet Access Services
Amount Requested:		Amount Paid:
Payment Method:		Agency Contact: External Agency
Complaint Date:	1/3/2013	Transaction Date:
Initial Contact:		Initial Response:
Statute/Rule:		Law Violation:
Topic:		Dispute with Credit Bureau?:
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:
Member of armed forces or dependent?:		
Consumer Information		
Consumer		
Complaining Company/Org:		
First Name:	(b)(6)	Last Name: (b)(6)
Address 1:		Address 2:
City:	ADELANTO	State: California
Zip:	(b)(6)	Country: UNITED STATES
Home Number:		Work Number: (b)(6)
Fax Number:		Ext:
Email:	(b)(6)	Age Range:
Military Service Branch:		Soldier Status:
Soldier Station:		
Subject		
Subject:	Incredimail Inc.	

Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 6 / Consumer Sentinel Network Complaints			
Reference Number:	42734181	Originator Reference Number:	01210009330593
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	A few years ago, I purchased a lifetime license from Incredimail for their Gold content. A few months ago, I found that I can no longer access the content which is covered under license. I've emailed a few different departments but haven't heard a thing from them. FYI Their website states they are BBB accredited, but when I just checked, they aren't. --- Additional Comments: I would like for them to contact me & to correct the problem on their webpage & to honor the conditions of my lifetime license.		
Was the complaint resolved?:	n	Complaint Resolution:	NO RESPONSE. The business failed to respond to the BBB or the complainant.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	12/10/2012
Updated By:	BBBNYNY-USER	Updated Date:	3/7/2013
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	12/10/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	FRANKFORT	State:	Indiana
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:			

		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 7 / Consumer Sentinel Network Complaints			
Reference Number:	42151721	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	A few years ago I purchased an "add on" to the Incredimail program I had purchased and downloaded online. Its called the Gold Gallery. When I had to reinstall the main program, I inserted my license # for the Gold Gallery. It wouldnt work so I contacted Incredimail support. They wrote back and said they blocked that license # because I had requested a refund that they gave me and that my license would not work. I have written them numerous times because I did NOT request a refund, nor did I ever receive a refund. They are trying to get paid twice for one thing. They were originally based in Israel but are now in WA. Their info is on Wikipedia if you look up Perion. Everytime I write them back, they send me back the same thing they've said over and over instead of responding to my questions/requests. This is a ripoff and I know a LOT of other people are affected by it as well. MANY complaints online. Thank you.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	12/2/2012
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Internet Information Services
Amount Requested:	\$20.00	Amount Paid:	\$20.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	12/2/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No		
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Laurinburg	State:	North Carolina
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	50 - 59
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Perion Db a Incredimail		
Address:	15809 Bear Creek Parkway, Suite 320		
City:	Redmond	State/Prov:	Washington
ZIP:	98052	Country:	United States

Email:	support8@incredimail.com	URL:	www.perion.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Jeremie Bouaziz	Title:	Support Team

Record # 8 / Consumer Sentinel Network Complaints			
Reference Number:	40936680	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	MAIL: Consumer is complaining about Incredimail , an online gaming company. Consumer writes that the company collected \$41.06 from her checking account, without her authorization. Consumer reports that she has played games on the company's site but, had selected to not order their games. Consumer has contacted the company regarding this but, has not been able to obtain refund.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	CJONES1	Entry Date:	10/12/2012
Updated By:	CJONES1	Updated Date:	10/12/2012
Complaint Source:	FTC Call Center	Product Service Code:	Internet Gaming
Amount Requested:	\$0.00	Amount Paid:	\$41.00
Payment Method:	Bank Account Debit	Agency Contact:	Mail
Complaint Date:	10/12/2012	Transaction Date:	9/4/2012
Initial Contact:	I Initiated Contact	Initial Response:	Phone: international call
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Collects Unauthorized Interest\Fees\Expenses
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	N	Dispute with Credit Bureau - Resolved to Satisfaction?:	N
Member of armed forces or dependent?:	No		
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Greenfield	State:	Massachusetts
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:			
City:		State/Prov:	
ZIP:		Country:	United Kingdom
Email:	purchase@incrdimail.com		
Area Code:		Phone Number:	442030510330
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 9 / Consumer Sentinel Network Complaints		
Reference Number:	40657602	Originator Reference Number: 01210009213183
Language:	English	Contact Type: Complaint
Source:	Organization	DNC? N
Comments:	<p>Incredimail is a company I have used for many years. I am a lifetime Gold Member. About two months ago I began having problems accessing Gold Content. I was told that for an additional fee the third party support could fix my issues . I have repeatedly filled out forms and spoken with third party support for lincredible. I have been given nonworking numbers and although I have received automatic confirmation of receipt No one will call or write me . My incoming mail is showing up in my deleted files. I recently purchased Premium Plus from Incedimail as a way of resolving this issue. This was a waste of maoney and I have still no resolution. They offer a money back gurantee for the Premium Plus and I want my money back!! have attempted every method to contact Incredimail but with no result. They were sold to a company called Perion. In speaking with a representative from the BBB. I was informed that Perion was out of business. My emails are being read because I have received confirmation of such. --- Additional Comments: I want to hear from someone withing this organization and want these issues addressed. I want the money I invested for my Premium Plus package refunded immediatly. I also expect a huge apology!"</p>	
Was the complaint resolved?:	y	Complaint Resolution: ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:		
Entered By:	BBBNYNY-USER	Entry Date: 9/12/2012
Updated By:		Updated Date:
Complaint Source:	BBB NY New York	Product Service Code: Internet Access Services
Amount Requested:		Amount Paid:
Payment Method:		Agency Contact: External Agency
Complaint Date:	9/12/2012	Transaction Date:
Initial Contact:		Initial Response:
Statute/Rule:		Law Violation:
Topic:		Dispute with Credit Bureau?:
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:
Member of armed forces or dependent?:		
Consumer Information		
Consumer		
Complaining Company/Org:		
First Name:	(b)(6)	Last Name: (b)(6)
Address 1:		Address 2:
City:	TUCSON	State: Arizona
Zip:	(b)(6)	Country: UNITED STATES
Home Number:		Work Number: (b)(6)
Fax Number:		Ext:
Email:	(b)(6)	Age Range:
Military Service Branch:		Soldier Status:
Soldier Station:		
Subject		

Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 11 / Consumer Sentinel Network Complaints			
Reference Number:	39918655	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I had IncrediMail for 5 days...they completely took over my system...they stripped all my email out of my AT&T mail box...and they continued taking it even as I was attempting to read it in my AT&T account...I had some email I needed to save for over 3 years...I called there help desk and they argued with me that all my email were still in my AT&T email box and that they couldnt help me until I downloaded IncrediMail onto my work computer...on their website they direct you on how to program IncrediMail to leave copies of your email on your home (AT&T server...what they dont tell you is: to get my emails back AND have copies of future emails left in my AT&T account I had to pay for their premiumGold service at \$29.95...if I wanted the spam blocked, I had to pay ANOTHER \$29.95...this whole IncridimMail thing is a scam...so, in order to stop it I had to unload their software from my system and therefore, lost all my emails...I called the help desk again and asked for someone to contact for a complaint and was told they are not the ones to call for complaints...and that there ISNT A PHONE NUMBER OR ADDRESS to contact any one for complaints!!!...I have just found out through a friend that they are based in Israel...		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	8/23/2012
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Computers: Equipment\Software
Amount Requested:	\$30.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	8/23/2012	Transaction Date:	
Initial Contact:	I Initiated Contact	Initial Response:	Internet/E-mail
Statute/Rule:	Country of Origin FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation Country of Origin Not Disclosed in Advertising\Labeling Country of Origin Incorrect
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No		
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Meadow Vista	State:	California
Zip:	(b)(6)	Country:	(b)(6)
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			

Subject			
Subject: Incredimail			
Address: wouldn't give it to me			
City:		State/Prov:	
ZIP:		Country: United States	
Email:		URL: www.incredimail.com	
Area Code: 800		Phone Number: 7288890	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 13 / Consumer Sentinel Network Complaints			
Reference Number:	40841126	Originator Reference Number:	01210009183354
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>NOTE: I am deaf, and do not have a telephone number. Your system refuses to move forward unless numbers are entered. That should be changed. Incredimail: I have been attempting to reach them for the last month. When you visit their website, there is absolutely no information there on how to contact them. After a great deal of searching, I located what they called their 'forum'. It requires you to register; they will send you an email to confirm. After five days, I had received nothing. I went to the forum and noticed that NONE OF THE FIELDS HAD BEEN ANSWERED SINCE FEBRUARY, 2012. Their software was causing a problem for me. Whenever I attempted to run it, my screen would go black. I uninstalled the email program, and then attempted to reinstall it, but I got a message instead saying that my antivirus software was blocking the Active X control that they (Incredimail) needs for installation. Long story short, they were not being blocked. They were attempting to FORCE me to select their free toolbar. When I unchecked the boxes, it would not go any further. I have thousands of emails, hundreds of contacts which are now lost. If I cannot recover that information, I would be lost! --- Additional Comments: NOTE II: My desired settlement would be for them to answer my questions, retrieve my email and contact records and correct the problems I am having. None of your choices covered that.',</p>		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	8/22/2012
Updated By:	BBBNYNY-USER	Updated Date:	11/27/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	8/22/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	BALTIMORE	State:	Maryland
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	

Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 14 / Consumer Sentinel Network Complaints			
Reference Number:	39803015	Originator Reference Number:	01210009162945
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>i paid for a lifetime prime Incredimail premium. I have had that product on my pc for many years. I have had to un-stall it and then re0install it because it is a pretty bad product over all, but when it used to be a good client, it wouldn't be that bothersome to use. now I used an older version of IMXe and this time when I tried my older installation, it made me download IM2.0 which I DO NOT WANT. it is very unstable and crashes all the time and many people have lost ever thing they had in that program. stats, fonts, etc.etc.etc. it is crashing all the time and freezing up our pcs. we tell them about these things and they do nothing about it. many have had to get their pc's fixed and Incredimail wouldn't help. they are now also forcing their search engine and their toolbar added or we can't get the free program. I had transferred all of my settings and everything in that client to a external hard drive for when I would get IM2.5 set up. I noticed that the letter creator I PAID for was on my desktop like a icon for letter creator and my premium service. I have contacted them at least 100 times and all they give me is a link to with my paid for licenses and they wouldn't work. now they say if i have IM2.5 in a different pc I can't get my old service back and they are not ignoring their LIFETIME anything. they want to force me to pay again. Never was there a mention in the original contract that I would ever have to purchase it again and yes this is my 2nd pc. now, IM did work on this pc. I have told them that and they won't answer me and get this straightened out. The licensese they gave me are the right license numbers but it will not;let me use the product nor get my programs back...and they WILL NOT RESPOND. am sure you will; be getting many more complaints about their lack of ethics. they are not honorable and they do NOT honor their own contracts --- Additional Comments: All I want it what I paid for and for them NOT to force anything on MY pc that I do NOT want. like that toolbar and search engine. or let me go back to the the good version that I have been using and get that IM2.5 OFF of my PC thank you'</p>		
Was the complaint resolved?:	y	Complaint Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	8/8/2012
Updated By:		Updated Date:	
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$34.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	8/8/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	MILWAUKEE	State:	Wisconsin
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	

Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 15 / Consumer Sentinel Network Complaints			
Reference Number:	39636274	Originator Reference Number:	01210009136378
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Tried to cancel this auto-pay product last year and again this year, have not agreed to autopay and want credited 25.95 for 06-22-2012 and also last year same amount. They make it extremely difficult to contact, no user-friendly contact phone numbers or assistance. When I finally get through to customer support, I just get run-around, no assistance to cancel. Service is F- --- Additional Comments: Refund of 25.95 for 06-22-2012 this year. Refund of 25.95 for 06-22-2011 last year. Cancellation of account. Do not use my credit card number ever again without my authorization.'		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	7/23/2012
Updated By:		Updated Date:	
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$25.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	7/23/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	Apt/Suite
City:	REDDING	State:	California
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com

Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 16 / Consumer Sentinel Network Complaints			
Reference Number:	39438356	Originator Reference Number:	01210009135415
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I have Incredimail on automatic pay. I have tried to cancel them but now I cannot even contact them. They sent an email right before they were due to be paid saying they could not respond. I was not able to contact them to stop payment so I called my credit card company and they said it had been received and was scheduled for payment but they could not do anything about it until the process was finished. I have not used Incredimail for over a year and thought they had already stopped payment. Also I have tried to remove them from my files but they cannot be removed. I want them to contact me so that I can cancel with them. I suppose I will just have to wait until the transaction is complete. I have tried to contact Incredimail but there is no way to contact them. Please advise. I'd like to Report this company for bad billing and contact practices --- Additional Comments: Credit my credit card company with latest billing and stop payments permanently. Allow me to remove them completely from my computer.		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	7/20/2012
Updated By:		Updated Date:	
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$39.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	7/20/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	JASPER	State:	Indiana
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		

City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 17 / Consumer Sentinel Network Complaints			
Reference Number:	38919577	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I was told I needed to renew a 'Junk Filter' E Mail App. and so I did. I paid for it by credit card on 06\ 30\ 2012. I've not seen it come into effect as yet on my e mail launcher. It's been 2 weeks with the same response to my problem that 'we are reviewing your situation and will bet back with you'. Thank you. Sincerely, (b)(6)		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	ECGCUSER	Entry Date:	7/19/2012
Updated By:		Updated Date:	
Complaint Source:	Econsumer.gov	Product Service Code:	Shop-at-Home\Catalog Sales Credit Cards
Amount Requested:	\$40.00	Amount Paid:	\$40.00
Payment Method:	American Express Credit Card	Agency Contact:	Internet
Complaint Date:	7/19/2012	Transaction Date:	
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:		Law Violation:	Other (Explain in Comment Field)
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No		
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)	Address 2:	(b)(6)
City:	HOUSTON	State:	Texas
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:	KAFKASOU 9, AGLANTZIA NICOSIA		
City:	He 129880	State/Prov:	
ZIP:		Country:	Cyprus
Email:	support+id10708@incredimail.zendesk.com	URL:	http://www.incredimail.com/english/home.aspx
Area Code:		Phone Number:	
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Various names	Title:	

Record # 18 / Consumer Sentinel Network Complaints			
Reference Number:	39179723	Originator Reference Number:	01210009118487
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>I paid for a 'gold gallery' 'lifetime' license to the IncrediMail 'gold gallery' but IncrediMail is 'preventing' me from being allowed to have access to their 'gold gallery' without any explanation., even though my 'lifetime' license for the 'gold gallery' gives me the legal right, pursuant to their terms of service and contract, and the standing 'validity' of my 'gold gallery' 'lifetime' license. In repeated attempts to contact the company, the company has refused to either respond to my complaint, or to fix the problem. Additionally, IncrediMail advertises that their product can interface with, and accept IMAP email accounts using their program. But when I contacted the company they said that they have no such plans on allowing IMAP accounts to be accessed using their program. EVEN THOUGH, IN THEIR PROGRAM (INCREDIMAIL) THE IMAP ACCOUNT IS A VALID OPTION FOR ACCEPTING AN EMAIL ACCOUNT. Which means that the IncrediMail program is guilty of false advertising, and guilty of presenting their program being able to perform a task that is listed as being able to be performed in their program. But when asked about this problem, the IncrediMail technical team 'lies' and says that their program 'cannot' process IMAP accounts, even though the IMAP selection is listed in their program. And the technical staff says that IncrediMail has no plans of offering access to IMAP accounts, even though in the IncrediMail program IMAP accounts is listed as one of the valid email accounts that IncrediMail is supposed to accept. Otherwise why would the program LIST IMAP accounts as a valid email option if the company has had NO plans on offering that service? If IncrediMail does not accept IMAP accounts, then why does their program have IMAP accounts as a valid listing for setting up a new email account on that basis. I have tried for over 3 weeks to get answers to these issues and questions. To date, IncrediMail and the technical staff at IncrediMail refuses to either give me access to the gold gallery or to be 'honest' about the IncrediMail program not being able to handle IMAP accounts. --- Additional Comments: I want IncrediMail to honor their 'gold gallery' license that they issued to me, which gives me access to their 'gold gallery', which as of this date and time they are not allowing me access to. Additionally, I want IncrediMail to STOP having the IMAP account capability 'listed' in their program, when I have copies of emails from the technical staff at IncrdiMail claiming that IncrediMail has never allowed IMAP accounts in their program. Resolution: 1. I want access to the gold gallery that I paid for. 2. I want IncrediMail to either stop presenting their program IncrediMail as being able to accept IMAP accounts, in the program itself. OR, I want IncrediMail to 'TAKE OUT' the IMAP selection in their program giving the user/customer the idea that IncrediMail does accept IMAP accounts. IF Either of the two conditions cannot be satisfied, I want a full refund for all monies paid to IncrediMail so that I can cease doing business with their company in any way. But it is my hope that through your organization that I will get these issues resolved and can continue using the product.'</p>		
Was the complaint resolved?:	y	Complaint Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	7/10/2012
Updated By:		Updated Date:	
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$50.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	7/10/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			

Complaining Company/Org:		
First Name:	(b)(6)	Last Name: (b)(6)
Address 1:		Address 2:
City:	CLEVELAND	State: Ohio
Zip:	(b)(6)	Country: UNITED STATES
Home Number:		Work Number: (b)(6)
Fax Number:		Ext:
Email:	(b)(6)	Age Range:
Military Service Branch:		Soldier Status:
Soldier Station:		
Subject		
Subject:	Incredimail Inc.	
Address:	1230 Avenue of the Americas	
City:	New York	State/Prov: New York
ZIP:	10020	Country: United States
Email:	support@incredimail.com	URL: http://www.IncrediMail.com
Area Code:	212	Phone Number: 6821995
Ext:		Subject ID Type:
Subject ID Issuer State:		Subject ID Issuer Country:
Representative Name:	Yaron Adler	Title: CEO

Record # 19 / Consumer Sentinel Network Complaints			
Reference Number:	38974877	Originator Reference Number:	1206232123452951
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: Seached on internet for my computer problem error code. Found phone number. Called spoke to male person named Minishi. He told me he could easily fix my problem and asked if he could have access to my computer. I have used this type of support previously and I agreed. Once he gained access he contiually repeated how slow my computer was and in sited he could fix it as well as solve my problem. Having had previous online support experience I sensed something was different. He started asking for identification information knew he could get from my computer if he was really an experience technition. I shut my computer down and hung up the phone. Check out google at www.aammyy.com scam. --- Specified Other Payment: He said, "Small fee" I asked for estimate.</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	6/23/2012
Updated By:	Adam D asmitley	Updated Date:	7/23/2012
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Spyware\Adware\Malware
Amount Requested:		Amount Paid:	\$0.00
Payment Method:	Other Payment Method (Note in Comments)	Agency Contact:	External Agency
Complaint Date:	6/23/2012	Transaction Date:	
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	PLATTEVILLE	State:	Wisconsin
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	60 - 64
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Support		
Address:	www.aammyy.com		
City:		State/Prov:	

ZIP:		Country:	
Email:		URL:	Incedimail support for error 535 5.7.0
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Minishi	Title:	

Record # 20 / Consumer Sentinel Network Complaints			
Reference Number:	38834704	Originator Reference Number:	01210009082967
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>On 6/8/12, the software Incredimail that I bought on 5/24/11, for \$34.90 USD said my subscription had expired. Nothing on my receipt or the Incredimail website had indicated the product I'd bought would become worthless after 12 months and I'd have to buy it all over again. The reply I got from Maria Goldshtein, IncrediMail Support Team, to my complaint was 'According to our database your IncrediMail Plus subscription has been purchased on May 24th, 2011 - that is the reason it has expired, a year has passed since then.' There's just one thing glaringly wrong with this reply. I hadn't bought a 'subscription'. I'd bought a license to use a piece of software and had not been informed that I could only use it for one year. There is no mention of product being a 12 month subscription. No mention of renewals being required at: End User License Agreement at: http://www.incredimail.com/english/incredimail/eulanew.aspx Terms of Use at: http://www.incredimail.com/english/incredimail/terms.aspx Download IncrediMail at: http://www.incredimail.com/english/download/IncrediMail 2 is now available - Learn more at: http://www.incredimail.com/english/download/learn-about-im2.aspx Home Page / Home Tab at: http://www.incredimail.com/english/home.aspx The Buy Tab at top of the Home Page that takes you to: http://www.incredimail.com/english/order/plus.aspx Throughout the entire Incredimail website and purchase process, there is no obvious or easily seen mention of Incredimail being a 12 month subscription. No mention of renewals being required. Click on 'Upgrade Now!' (since there is no 'Buy' button to click on and go to where Billing Information is entered and again, No mention of product being a 12 month subscription. No mention of renewals being required. But URL says it is a 'purchase/buy' page. All of this is, at best, misleading and, at worst, fraudulent because you are not buying the product, you are not even buying a license. You are buying a subscription, Something that is never mentioned. But, if you go down the page to a small scrollable area labeled 'Terms of sale', and actually scroll through it and read the Terms (which isn't easy because if the windows size, you will find Terms of Sale and buried in there ---5. Term and Termination5.1. This Agreement shall become effective as of the date the Product was purchased by you, and remain in force for 12 months period (the 'Term?') , unless terminated earlier in accordance with these Terms of Sale.5.2 In case you purchased a Product, the Term, along with this Agreement, shall be automatically renewed for additional 12 months terms, respectively ('Additional Terms') , unless terminated earlier in accordance with the provisions of this Agreement. Each of the Additional Terms and the Term shall be severally referred to as the 'Term'. Company will charge you for the Product Fee at the beginning of each Term, at the then-current Product Fee as appears on the Product web page on date --- Additional Comments: I expect either a full refund of \$34.90 or a license that does not expire.'</p>		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	6/18/2012
Updated By:		Updated Date:	
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	6/18/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			

Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	WEST CHESTER	State:	Pennsylvania
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 21 / Consumer Sentinel Network Complaints			
Reference Number:	37696755	Originator Reference Number:	01210008993683
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Incredimail email service is getting bad. there is no way to get support. You can't find a way to talk to a support person to get help, even the phone number to New York is non working. I looked for help on ASK.COM and found 59 people with the same complaints as myself. it freezes up, I get 5-6 of the same email, it is messing up my computer. others have the same problems some worse.I've had Incredimail for many yearsand hope to have it work correctly for many more years, it was a good email service and very enjoyable now you never know what 'it's going to do. I don't want to change service, I just want it to work correctly. And this may be the only way to get through to them, emails and phone calls haven't. Thank you. --- Additional Comments: I want my Incredimail email service to work correctly so I can go about my emailing and have fun doing it. Thank you'		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	4/16/2012
Updated By:		Updated Date:	
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	4/16/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	TAMPA	State:	Florida
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York

ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 22 / Consumer Sentinel Network Complaints			
Reference Number:	36840927	Originator Reference Number:	01210008993249
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>Yesterday, 4/12/12, I purchased the IncrediMail 3-in-1 package, which came with a back-up download. I tried to download it several times, even allowing the firewall to comply. However, there is no downloaded back-up on my computer, in the 'change settings' to 'allow another program...', nor is there 'IMApp.exe...' etc., etc., on the hardrive. The only parts of the program that got downloaded is the Gold version and spam protection. I tried 'chatting' with the automated guy, 'Bob' for a couple of hours, doing all that was suggested but nothing was resolved. Since sometimes you must wait for downloads to take effect, I waited until today and tried to do it all over again, including chatting with Bob, to no avail. There also isn't any 'Help Center', that is to be displayed on the main menu task bar, therefore, I couldn't access it, for further instructions for 'VIP' members. This morning, 4/13/12, I also tried calling the UK phone number listed on the purchase confirmation(44 20 3051 0330) and the recording said it couldn't be reached. Then, I searched online and found the company's NYC phone number (212 -682-6200) , called it and found that the number is no longer in service. I now think I have no other choice but to file a complaint, in order to get this resolved. --- Additional Comments: I want to speak with a 'live' person, nothing animated or automated, to get this resolved and working properly.'</p>		
Was the complaint resolved?:	n	Complaint Resolution:	BEYOND SCOPE. This complaint is outside the general BBB purview.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	4/13/2012
Updated By:		Updated Date:	
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	4/13/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	DAVENPORT	State:	Florida
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		

Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 23 / Consumer Sentinel Network Complaints			
Reference Number:	37337711	Originator Reference Number:	01210008971075
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I purchased Incredimail some years ago with the advertisement that once I buy the premium product there would be NO more advertisements on my email page. Now I am experiencing trouble with it. It is sending duplicates of ALL email that I receive and is crashing! I need a 'fix' or repair that I can download. The latest I have is 2.0. --- Additional Comments: I would like for it to be repaired because I love my oncredimail when it works properly. I want thym to send a repair so it can be fixed. They can email it to me.'		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	3/26/2012
Updated By:		Updated Date:	
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	3/26/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	PERRY	State:	Florida
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 24 / Consumer Sentinel Network Complaints			
Reference Number:	36349713	Originator Reference Number:	01210008945680
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I canceled my account with Incredimail due to the fact the few people I e-mail were not getting the graphics and or backgrounds I was using from their service. I deleted it from my PC and informed them that I stopped using their service. I can't remember when I stopped using Incredimail but it was sometime the last 1/4 of 2011. They renewed my subscription in the beginning of December of 2011 and I sent them an e-mail informing them that they should refund the amount from my checking account since I don't use them. I didn't see a refund in January and re-sent another e-mail asking for my refund. As of February and beginning of March, there has been no correspondence or refund. --- Additional Comments: I used a debit card, so refund the money back into my checking account.'		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	3/7/2012
Updated By:		Updated Date:	
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$29.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	3/7/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	LEHIGHTON	State:	Pennsylvania
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York

ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 25 / Consumer Sentinel Network Complaints			
Reference Number:	35389612	Originator Reference Number:	01210008920904
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>I have used and enjoyed Incredimail for over 10 years. I was recently instructed I would have to upgrade from XE to Incredimail 2 to keep using the free service, which I did. I do not particularly care for the new version but have gotten used to it. Now, the free trial has expired and I am forced to pay \$49.95 to continue my previously free service, which included many of the features that are now being charged for. Or, I can have the basic no features service, and be frustrated that although the fun stuff is right there, every time I click on it it tells me to upgrade for \$49.95. I do enjoy Incredimail, and would even be willing to pay a reasonable amount, but \$49.95 is just way too much. And, I feel I was duped into the 'Free Trial', and would not have done it had I understood the outcome. I am very disappointed. --- Additional Comments: I have given reasonable time for a response from Incredimail to my concern and have not received one....It appears that no one at Incredimail company cares enough to respond to my concern, find a solution to make me happy, and keep me as a customer. I expect communication from Incredimail and a solution, regarding my complaint at being asked to upgrade, then being charged for the service I previously received free.'</p>		
Was the complaint resolved?:	y	Complaint Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	2/16/2012
Updated By:	BBBNYNY-USER	Updated Date:	5/21/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	2/16/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	SEATTLE	State:	Washington
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		

City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 26 / Consumer Sentinel Network Complaints			
Reference Number:	34749470	Originator Reference Number:	01210008877370
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	They do not give refunds until they are reported to you. Every problem I have had with this company has to be taken care of through the BBB I bought a bundle package for \$17.95 and then cancelled five minutes later on 12/23/11 yet still no refund. --- Additional Comments: Refund my money. Unfortunately, when I bought this mail program it was a Lifetime License, and I didn't know what poor business ethics, support or lack of I should say, they had.'		
Was the complaint resolved?:	y	Complaint Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	1/11/2012
Updated By:	BBBNYNY-USER	Updated Date:	5/21/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	1/11/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
Address 2:			
City:	LA CANADA	State:	California
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:			

		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 27 / Consumer Sentinel Network Complaints			
Reference Number:	33466741	Originator Reference Number:	01210008799217
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	On 10/23/11, I received an email from Incredimail stating that they renewed my subscription for another year. The amount was for \$25.95. I did not know they were going to do this, also , I did not authorize it. On the same day, I checked my bank statement over the internet, and found that amount was in pending. I have tried to get in touch with them numerous to get this matter straighten out. The only result was total confusion and mis interpretation that resulted in double billing. To date they have \$43.06 of my money, that I cannot get back --- Additional Comments: I would like my money (\$43.06) credited back to my charge account.'		
Was the complaint resolved?:	y	Complaint Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	11/7/2011
Updated By:	BBBNYNY-USER	Updated Date:	5/21/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$43.06
Payment Method:		Agency Contact:	External Agency
Complaint Date:	11/7/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	PITTSBURGH	State:	Pennsylvania
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 28 / Consumer Sentinel Network Complaints			
Reference Number:	33650347	Originator Reference Number:	01210008791247
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>Incredimail is a free email client (although to upgrade, you may purchase) I am a paying customer. I purchased my Incredimail 3yrs ago. IM, as we call it, allows you to use animated background, animations and sounds in your emails. There are a lot of issues with IM... Constantly crashing, error messages, not just not working at all. There is absolutely no one to speak with at their so called office, only the woman who answers the phone. She claims she has no phone numbers for tech support, no phone for customer service, all she does is answer the phone. The only way to reach someone is through VIP support from their website. And then you're lucky if someone responds back, and if they do, they tell you the same thing over and over. Uninstall the program and reinstall, update, upgrade, etc. Well I have updated since I am a paying customer. My IM is currently not working, I received a reply back from their *tech support* who instructed me to do what I have already done and it did not work. See what I mean?? When Windows7 was released, IM sent an email to all their customers, paying and free one, notifying them that they IM would not work with Win7 and therefor they had no plans at all on releasing a patch so that IM would be compatible with IM. So you pay for this IM program, yet you cant use it because it wont work with Win7??? Well maybe that's why my IM is not working, because I have Win7?? So where is my money that I paid then? I'd rather not have a refund, I just want my IM to work, all the time. --- Additional Comments: I just want my IM to work, all the time. IM need to better enhance their products. And give their paying customers better customer service then what they offer.'</p>		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	10/31/2011
Updated By:	BBBNYNY-USER	Updated Date:	5/21/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	10/31/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	DOUGLAS	State:	Georgia
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	

Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 29 / Consumer Sentinel Network Complaints			
Reference Number:	33230789	Originator Reference Number:	01210008773756
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	THIS COMPANY IS A SCAM!!! They install viruses onto computers. I cannot remove this program from my computer. The web is littered with people who have been victimized by this company. Incredimail installs a virus called 'MyStart' which is a data miner and cannot be removed from your internet browser. SHUT THEM DOWN! OMG, they are hacking people's computers in plain sight. The 'uninstall instructions' do NOT remove the 'mystart' virus. This company provides no way to uninstall their virus. --- Additional Comments: REPAIR MY COMPUTER. Remove the viruses!		
Was the complaint resolved?:	y	Complaint Resolution:	ADMINISTRATIVELY CLOSED. The response from the business addresses the complaint to the BBB's satisfaction.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	10/17/2011
Updated By:	BBBNYNY-USER	Updated Date:	5/21/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	10/17/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	PHILADELPHIA	State:	Pennsylvania
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 30 / Consumer Sentinel Network Complaints			
Reference Number:	32801993	Originator Reference Number:	01210008758341
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Incredimail changed my browsers to redirect to their MyStart search engine and there is no 'uninstall' even after its all gone. I had to manually change the registry. --- Additional Comments: I want them to lose the BBB certificate. They are not 'nice'		
Was the complaint resolved?:	n	Complaint Resolution:	BEYOND SCOPE. This complaint is outside the general BBB purview.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	10/3/2011
Updated By:	BBBNYNY-USER	Updated Date:	5/21/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	10/3/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	CURITIBA	State:	
Zip:	(b)(6)	Country:	BRAZIL
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 31 / Consumer Sentinel Network Complaints			
Reference Number:	32620899	Originator Reference Number:	01210008746887
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	They list their product 'photojoy' as being 'completely safe' here: http://www.photojoy.com/safe-and-free-photojoy-download.aspx . If you install this program, it becomes nearly impossible to remove it. It takes over your browsers' search and home page and does NOT uninstall when you use either their uninstaller or windows uninstall program options. Other have posted similar complaints here: http://download.cnet.com/PhotoJoy/3640-2049_4-11372586.html --- Additional Comments: I'd like them to not be allowed to use the BBB listing or other reputable sources to give the impression their product is ok to use without consequence. I'd also like the program to remove ALL of it's components and settings when the 'uninstall' option is chosen. I'm a paid contractor and lost over 2 hours worth of work attempting to remove their application, and it was installed without my consent to begin with.'		
Was the complaint resolved?:	n	Complaint Resolution:	INFORMATION ONLY. This consumer communication does not require a business response.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	9/21/2011
Updated By:	BBBNYNY-USER	Updated Date:	5/21/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	9/21/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	OAK PARK	State:	Illinois
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States

Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 32 / Consumer Sentinel Network Complaints			
Reference Number:	31754550	Originator Reference Number:	01210008659906
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I have purchased software with a total dollar amount of more than a hundred dollars. I have had issues with the software's performance and I have been in contact with a Maria Goldshtein who, for the most part, has just blown me off. I have requested a refund for my purchases several times but am ignored. I am extremely dissatisfied with the service I have received along with the product. --- Additional Comments: Refund please'		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	7/8/2011
Updated By:	BBBNYNY-USER	Updated Date:	5/21/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$117.80
Payment Method:		Agency Contact:	External Agency
Complaint Date:	7/8/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	PORTAGE	State:	Indiana
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 33 / Consumer Sentinel Network Complaints			
Reference Number:	31206629	Originator Reference Number:	01210008604848
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I installed the email program 'Incredimail.' During installation, , I realized that it was nothing but viral adware that would slow down my computer. SO, I uninstalled it from my computer. I received a confirmation saying I had successfully uninstalled the program...but it was fraudulent. Although it no longer shows in the list of program, an Incredimail toolbar was installed & now it can't be deleted. When I looked online, I found HUNDREDS of complaints about people having the same problem. Incredimail has hijacked my computer and will not offer assistance in telling how to remove it.It is obviously hidden somewhere in the resgistry under another name. I am seeking assistance, as this is my only computer and it has drastically slowed it down. --- Additional Comments: I want Incredimail to HONESTLY provide instructions on removing this from my computer. And to post instructions to their website, so people will no longer be duped by them.'		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	5/19/2011
Updated By:	BBBNYNY-USER	Updated Date:	5/21/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	5/19/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	HOUSTON	State:	Texas
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		

City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 34 / Consumer Sentinel Network Complaints			
Reference Number:	30351335	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	Consumer states she ordered a product on line and tried to cancel the order, but she can not get in touch with them. So the consumer went through her credit card company and they asked for more information, that the consumer can not get.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	GSIMPSON	Entry Date:	5/6/2011
Updated By:		Updated Date:	
Complaint Source:	FTC Call Center	Product Service Code:	Internet Information Services
Amount Requested:		Amount Paid:	
Payment Method:	MasterCard Credit Card	Agency Contact:	Phone
Complaint Date:	5/6/2011	Transaction Date:	11/1/2010
Initial Contact:	Internet Web Site	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	N	Dispute with Credit Bureau - Resolved to Satisfaction?:	N
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Fredericksburg	State:	Virginia
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	65 - 69
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:	cbinfor@incredmail.com		
Area Code:		Phone Number:	
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 35 / Consumer Sentinel Network Complaints			
Reference Number:	30645341	Originator Reference Number:	01210008583744
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I tried Incredimail for a day or so to see if I would like it. I found that the product was just not what I wanted so I deleted it using my add/remove programs. All seemed fine and I was informed that their program was deleted. But still their MyStart is always where google search was once. I understand that mystart uses google but I prefer going to google on my own and not having all the MyStart adds there. I went out on the internet and many people are having the same problems I am having and finding it impossible to get rid of mystart from their computer. The solutions recommended via internet have not worked. --- Additional Comments: I would just like for a nice simple solution to get rid of MyStart from my computer.'		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	5/2/2011
Updated By:	BBBNYNY-USER	Updated Date:	6/1/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	5/2/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	SANTA ANA	State:	California
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States

Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 36 / Consumer Sentinel Network Complaints			
Reference Number:	30707023	Originator Reference Number:	01210008576611
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I purchased over \$100 of software from this company. All software was gaurenteed for a lifetime and I was given the lisenese codes for the 5 different products I purchased.For the first 2 years , whenever I had to do a reinstallation of these programs I could simply request them to resend my lisenese codes. They will not accept the original lisenese codes they gave me (on date of purchase) because it is the company's policy of changing these codes each year. Ofcourse, the latter makes no sense at all. What it does do is make their customer vulnerable for having to depend on the company to reissue these new codes each time a customer must perform a reinstall of their programs. When I request my lisenese numbers from them I never get all 6 lisenese I paid for. They only submit one lisenese for only one of the programs I purchased from them. They send me the lisenese for their junk filter that's it !! had purchased ALL of their programs that they have available. Their website support does not offer a solution for this problem nor a way to contact them directly by email or phone.One of the more humerous purchases I made from them is their 'VIP SUPPORT' of which indeed I could contact them directly, but they will not send me the lisenese code for that purchase either ! --- Additional Comments: I would like them to refund my money if they will not uphold my original lisenese numbers or fail to issue their 'own versions' of these through their registration process.'		
Was the complaint resolved?:	y	Complaint Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	4/25/2011
Updated By:	BBBNYNY-USER	Updated Date:	6/1/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	4/25/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	EMIGRANT	State:	Montana
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			

Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 37 / Consumer Sentinel Network Complaints			
Reference Number:	29908750	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I RECEIVED AN INVITATION TO RECEIVE "INCREDIMAIL" FOR STATIONARY, IDEAS FOR LETTERHEADS, COLORFUL EXTRAS, ETC. I CLICKED ON THE SITE AND WAS ENTERED, BUT ALL MY E-MAIL WENT INTO THE SITE. I DID NOT WANT THIS. I SPENT 1 HOUR ON THEIR SITE WHERE YOU TYPE A MESSAGE TO THEIR REP ASKING FOR THEM TO CANCEL MY SUBSCRIPTION AND SEND ME BACK MY E-MAIL. THEY CONFUSED THE ISSUE FOR ONE HOUR UNTIL I FINALLY GAVE UP AND DECIDED TO REPORT THEM FOR THEIR COMPLETE NON-COOPERATION AND RUN-AROUND. I DONT KNOW IF I WILL EVER GET MY E-MAIL BACK.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	4/2/2011
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Internet Information Services
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	4/2/2011	Transaction Date:	
Initial Contact:	I Initiated Contact	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Miramar Beach	State:	Florida
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:	INCREDIMAIL.COM		
City:		State/Prov:	
ZIP:		Country:	United States
Email:		URL:	INCREDIMAIL.COM
Area Code:		Phone Number:	

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	BOB	Title:	

Record # 38 / Consumer Sentinel Network Complaints			
Reference Number:	30705793	Originator Reference Number:	01210008543541
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>I attempted to install a product that Incredimail bundles with their e-mail software called 'Magnetic'. I downloaded this program and tried to install it and it just shuts off after opening the installer. I downloaded this program SEVEN times with the same unsuccessful result. I then used the 'contact us' on THEIR WEB SITE and then received this message from them 'Unfortunately, we are currently not providing support for Magentic. We would like to direct you to our help center which contains FAQ's and tutorials that we hope will guide you through your problem or query. To visit our Help Center, please click here. We understand your frustration and we sincerely apologize for the inconvenience. We do hope that you continue to enjoy Magentic and we thank you for being one of our valued users. Thank you for your patience and understanding, The Magentic Team' I find this a horrible way to offer (or not offer) customer service, and I use that term lightly! If they are not 'currently providing support for Magnetic' then they need to get rid of the support link on their site! --- Additional Comments: I would like to see this software problem fixed for future use and them to get rid of the 'contact us' on the web site for Magenetic removed as it is VERY MISLEADING since they don't offer support for the product anymore.'</p>		
Was the complaint resolved?:	n	Complaint Resolution:	INFORMATION ONLY. This consumer communication does not require a business response.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	3/29/2011
Updated By:	BBBNYNY-USER	Updated Date:	6/1/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	3/29/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	HURRICANE	State:	Utah
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		

Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 39 / Consumer Sentinel Network Complaints			
Reference Number:	30704360	Originator Reference Number:	01210008509692
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	We have paid for (VISA) , and have not received this service. SPAM BLOCKER --- Additional Comments: Apply the spam blocker service. '		
Was the complaint resolved?:	n	Complaint Resolution:	INVALID. The consumer complaint is incomplete or unintelligible and the consumer cannot be reached, or the consumer and the business did not have a marketplace transaction.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	3/23/2011
Updated By:	BBBNYNY-USER	Updated Date:	6/1/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	3/23/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	SOUDERTON	State:	Pennsylvania
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 40 / Consumer Sentinel Network Complaints			
Reference Number:	30720364	Originator Reference Number:	01210008468375
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	The product, email software, could not be made to function in my computer. There is no way to communicate with representatives of this company. Virtual responders were no help. I paid \$39.55 for this product. I have de-installed the product so that no trace remains in my computer. I would like a full refund of the purchase price. --- Additional Comments: Credit My American Express account with the full refund'		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	1/19/2011
Updated By:	BBBNYNY-USER	Updated Date:	6/1/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	1/19/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	BOULDER CITY	State:	Nevada
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 41 / Consumer Sentinel Network Complaints			
Reference Number:	30719172	Originator Reference Number:	01210008445572
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I WISH TO REPORT THAT EVERY ONCE IN A WHILE INCREDIMAIL APPEARS, UNINVITED, IN MY PRINTOUTS AND EMAILS. IT HAS CAUSED US TO REDO REPORTS, EMAILS ETC. THIS WASTE OF OUR TIME, PAPER AND INK MUST STOP. IT'S AN INVASION OF MY PRIVACY. THANK YOU, (b)(6) (b)(6) --- Additional Comments: INCREDIMAIL MUST REMOVE MY EMAIL ADDRESS AND RESTORE MY PRIVACY.		
Was the complaint resolved?:	n	Complaint Resolution:	INFORMATION ONLY. This consumer communication does not require a business response.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	1/14/2011
Updated By:	BBBNYNY-USER	Updated Date:	6/1/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	1/14/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)	Address 2:	
City:	PORTLAND	State:	Oregon
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:			

		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 42 / Consumer Sentinel Network Complaints			
Reference Number:	30717957	Originator Reference Number:	01210008419118
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>I sent the email below to IncrediMail after trying unsuccessfully to find a phone number or web address to submit my problem. I have not received a response from them and after locating them on the BBB website under businesses, I tried their phone number and the message directs you to the website (which does not have a location to submit emails or complaints) and states that the company does not take messages over the phone. I am at my wit's end, please help as soon as possible.</p> <p>I found the email address through Google at: http://www.contacthelp.com/directory/Internet/Web Sites/Incredimail?ListingID= 1039</p> <p>The email address was: mailto:support@incredimail.com</p> <p>Email to IncrediMail:</p> <p>Last night (11-29-10) I received a pop up box when I clicked on my mail box to open my IncrediMail email. It said something about a registration code and then it ask 2 questions. One pertained to whether I was connected to the internet (which I was) and the other stated that a firewall might be blocking Incredimail. It then instructed me to click on a line below these questions which I did. In the next screen there was a list of 4 exe. Files that appear to be Incredimail files that I needed to enable to get back into Incredimail.</p> <p>I went into the Norton Antivirus Internet Security 2011 Smart Firewall under programs and enabled 2 of the 4 exe. that were listed on the list in the Incredimail pop up box. The other 2 were not listed under Smart Firewall in Norton. When I returned and tried to open Incredimail, it still would not open. Please email or call me to help me get back into my email at your earliest convenience.</p> <p>We own a business and many important emails come to us through our email. Our entire business is on hold without access to email.</p> <p>My phone number is (b)(6) or please reply to this email (b)(6) as soon as possible.</p> <p>Thank you,</p> <p>Additional Comments: I just need to have my email restored so I can access my email. I would like to speak with a customer service person who can walk me through getting back into my email. The website does not help an individual to get the help they need. I had to go to an outside website in order to first locate where the company is and to send an email to the company. The mailto:support@incredimail.com is not even located on IncrediMail's website. '</p>		
Was the complaint resolved?:	n	Complaint Resolution:	INVALID. The consumer complaint is incomplete or unintelligible and the consumer cannot be reached, or the consumer and the business did not have a marketplace transaction.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	1/14/2011
Updated By:	BBBNYNY-USER	Updated Date:	5/30/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	1/14/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	

City:	COLUMBIA	State:	Missouri
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 43 / Consumer Sentinel Network Complaints			
Reference Number:	30719984	Originator Reference Number:	01210008460032
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	This email service uses deceptive and trickery to get people on the internet to sign up for their services. While I may have accidentally enabled this program, it was difficult to understand how it originally became an option and how I gave it permission to become my default email and browser program. Everytime I tried to get rid of it, a new pop up message came up, which was confusing, trying to get me to embed their preferences and programs on my computer. I felt that their business methods were deceptive. It did give me an option to uninstall, but was difficult for someone of medium level tech savvy and computer knowledge. --- Additional Comments: I want it to be known and publicly listed as a warning to anyone under the same circumstances as me. '		
Was the complaint resolved?:	n	Complaint Resolution:	INFORMATION ONLY. This consumer communication does not require a business response.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	1/14/2011
Updated By:	BBBNYNY-USER	Updated Date:	6/1/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	1/14/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	SEDRO WOOLLEY	State:	Washington
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 44 / Consumer Sentinel Network Complaints			
Reference Number:	28732903	Originator Reference Number:	1012190725576752
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: I have been all night trying to get out of my computer this sites MyStart incredimail.com represented by nanoRep I have to go to work without one hour of sleep and yet I cannot get rid of them although I sent lots of complaints they are sinister.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	12/19/2010
Updated By:	Kishor Gangavarapu	Updated Date:	1/9/2011
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Spyware\Adware\Malware
Amount Requested:		Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	12/19/2010	Transaction Date:	
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:	retired		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	BUENOS AIRES	State:	
Zip:	(b)(6)	Country:	
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	60 - 64
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Mystart incredimail.com		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	MyStart incredimail.com nanoRep
Area Code:		Phone Number:	
Ext:			

		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 45 / Consumer Sentinel Network Complaints			
Reference Number:	28400403	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	Consumer states her home isp is Incredimail and she has been unable to reach them. Consumer states they appear to be located in Israel.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	TIACOBUCCI	Entry Date:	11/30/2010
Updated By:		Updated Date:	
Complaint Source:	FTC Call Center	Product Service Code:	Internet Access Services
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:	11/30/2010	Transaction Date:	11/29/2010
Initial Contact:	I Initiated Contact	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	N	Dispute with Credit Bureau - Resolved to Satisfaction?:	N
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Columbia	State:	Missouri
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	60 - 64
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	

Representative Name:		Title:	
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Record # 46 / Consumer Sentinel Network Complaints			
Reference Number:	26762698	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	A E-mail will not allow the consumer to sent out mail. The consumer can not get in contact with company to resolve issue. UPDATE 6/18/2010 Consumer wants to know the role of the FTC with consumer complaints ABOYD		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BRUSH	Entry Date:	6/17/2010
Updated By:	ABOYD	Updated Date:	6/18/2010
Complaint Source:	FTC Call Center	Product Service Code:	Computers: Equipment\Software
Amount Requested:	\$40.00	Amount Paid:	\$40.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Phone
Complaint Date:	6/18/2010	Transaction Date:	6/14/2010
Initial Contact:	Internet Web Site	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	N	Dispute with Credit Bureau - Resolved to Satisfaction?:	N
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Cherry Hill	State:	New Jersey
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	70 - 79
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:	incredimail@credimail.com		
Area Code:		Phone Number:	
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 47 / Consumer Sentinel Network Complaints			
Reference Number:	25774943		Originator Reference Number:
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I have used Incredimail since 2003. I purchased Incredimail Premium email program which was their best product at the time. Now it is the least. I have AT&T internet service it uses yahoo but my address is sbcglobal. I like using Incredimail because it is only an email program. I have been having problems using my Incredimail e-mail program. > It should be able to interface with ATT/Yahoo as it claims but it doesn't. I have been trying to correct problems that are causing my computer to crash at least 10 times a day but I can only reach Incredimail by e-mail. this is not working. THEY SHOULD PROVIDE PHONE ASSISTANCE. HOW CAN YOU FIX AND E-MAIL PROBLEM IF YOU CAN'T USE IT TO COMMUNICATE? IT IS DESTROYING MY COMPUTER. I DO NOT KNOW WHAT TO DO. IT IS DESTROYING MY JOB.. PS9000: Email provider Other-Other Update		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	3/17/2010
Updated By:	CRSS\pwilliamson	Updated Date:	3/18/2010
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Internet Information Services
Amount Requested:	\$50.00	Amount Paid:	\$50.00
Payment Method:	Unknown	Agency Contact:	Internet
Complaint Date:	3/17/2010	Transaction Date:	1/22/2003
Initial Contact:	Internet (Other)	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Harbor Springs	State:	Michigan
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	60 - 64
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:	1230 Ave of the Americas Rockefeller Center, 7th Floor		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States
Email:	support18@incredimail.com	URL:	www.incredimail-corp.com

Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Maria Goldstein	Title:	support team ????

Record # 48 / Consumer Sentinel Network Complaints			
Reference Number:	23869882	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	After 20 requests to unsubscribe me from incredimail , they send the standard letter (start-Program- incredimail -uninstall) which I do daily. There is a webpage with hate mail and people charging \$ to help me make them go away. I accidentally checked Pandas and all of a sudden they took over my opening page. I have reprimanded Google for their association with 'Crud'. It is only suitable for 'tween girls, why can't they expand their appeal such as scenery photographs for adult stationery and stop having \$40.00 charges with every thing that comes up? Next step the RCMP. Thank you, (b)(6) HELP		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	ECGCUSER	Entry Date:	8/30/2009
Updated By:		Updated Date:	
Complaint Source:	Econsumer.gov	Product Service Code:	Shop-at-Home/Catalog Sales Other (Note in Comments)
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	8/30/2009	Transaction Date:	6/9/2009
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:		Law Violation:	Other Misrepresentation (Explain in Comment Field)
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	CAMROSE	State:	Alberta, Canada
Zip:	(b)(6)	Country:	CANADA
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:	support9@incredimail.com	URL:	mystartIncredimail.com
Area Code:		Phone Number:	

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Sara James (Chief Editor)	Title:	

Record # 49 / Consumer Sentinel Network Complaints			
Reference Number:	23937207	Originator Reference Number:	I0908260217315192
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	ICCC Ref #:I0908260217315192. I thought that I was buying animation signs for my e-mails. Once I gave my credit card information and got an e-mail confirmation about the purchase,I could not down load the product.I followed the instructions carefully and repeatedly but I was not able to receive what I had purchased.I e- mailed them twice about not being able to down load but got no response.There is no address nor a phone # to be able to contact them. I then found several complaints on line about this sight by other people who also couldn't download and receive their product. Awaiting for your response. They need to be stopped from more frauds against customers.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	8/26/2009
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:		Amount Paid:	\$68.50
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	8/26/2009	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	INDIANAPPLIS	State:	Indiana
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	50 - 59
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:	not listed		
City:		State/Prov:	
ZIP:		Country:	Location Not Reported
Email:	purchase@incredimail-order.com		URL:
Area Code:		Phone Number:	

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	not listed	Title:	

Record # 50 / Consumer Sentinel Network Complaints			
Reference Number:	30715632	Originator Reference Number:	01210007959955
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I wanted to cancel my account with incrediMail . My order number for Incredimail Premium is (b)(6). I also had an order for a product called Junk Filter Plus through Incredimail (order number is (b)(6)). I e-mailed Incredimail and asked them to cancel my account. They replied to my e-mail and told me that I agreed to the terms of sale therefore they will not cancel my account and will continue to charge my credit card automatically. I am not looking for a refund on either one of my orders. I just want my account cancelled. I've been a customer with this company since 2007. Thank you for your help. (b)(6). - Additional Comments: I would like my account cancelled.'		
Was the complaint resolved?:	n	Complaint Resolution:	INVALID. The consumer complaint is incomplete or unintelligible and the consumer cannot be reached, or the consumer and the business did not have a marketplace transaction.
Data Reference:			
Entered By:	BBBNYNY-USER	Entry Date:	8/25/2009
Updated By:	BBBNYNY-USER	Updated Date:	5/20/2012
Complaint Source:	BBB NY New York	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	8/25/2009	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	ARCHBALD	State:	Pennsylvania
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Inc.		
Address:	1230 Avenue of the Americas		
City:	New York	State/Prov:	New York
ZIP:	10020	Country:	United States

Email:	support@incredimail.com	URL:	http://www.IncrediMail.com
Area Code:	212	Phone Number:	6821995
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Yaron Adler	Title:	CEO

Record # 51 / Consumer Sentinel Network Complaints			
Reference Number:	22456871	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	MAIL:The consumer indicates that IncrediMail has placed a hidden advertising tag to the end of her emails. The consumer did not know this was happening until they started being deemed as spam. The consumer did not give them permission to do this. She wants this practice to stop.The consumer did not provide any of her phone #'s, email or age range.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	MPHILLIPS	Entry Date:	4/21/2009
Updated By:		Updated Date:	
Complaint Source:	FTC Call Center	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	4/21/2009	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	Unknown
Statute/Rule:	CAN-SPAM Act	Law Violation:	SPAM: Spammer misuses computer resources
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Minocqua	State:	Wisconsin
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			

		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 52 / Consumer Sentinel Network Complaints			
Reference Number:	21345402	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	Consumer states that she has no why to contact incredimail other than e-mail. Consumer has paid for assistance and can't obtain assistance. Consumer states that she doesn't have any phone # or physical address. They will not respond to her.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BROSS	Entry Date:	1/8/2009
Updated By:		Updated Date:	
Complaint Source:	FTC Call Center	Product Service Code:	Internet Information Services
Amount Requested:	\$49.00	Amount Paid:	\$49.00
Payment Method:		Agency Contact:	Phone
Complaint Date:	1/8/2009	Transaction Date:	
Initial Contact:	Internet Web Site	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	New York	State:	New York
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	60 - 64
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	www.incredimail.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 53 / Consumer Sentinel Network Complaints			
Reference Number:	20684893	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Shows up on my computer screen and can't be removed.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	10/27/2008
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Internet Access Services
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	Internet
Complaint Date:	10/27/2008	Transaction Date:	7/1/2008
Initial Contact:	Internet/E-mail	Initial Response:	Unknown
Statute/Rule:	CAN-SPAM Act	Law Violation:	SPAM: 'Remove Me' is missing, broken, or ignored
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Powell Butte	State:	Oregon
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:			
City:		State/Prov:	
ZIP:		Country:	Unknown Location
Email:		URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	

Representative Name:	no contact no contact	Title:	no contact
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Record # 54 / Consumer Sentinel Network Complaints			
Reference Number:	13935128	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Tax I was uninformed of added to IncrediMail Gold purchase) I've been using IncrediMail as my e-mail program for several years, but this is my first major problem with them. I signed up to use their service called IncrediMail Gold (Invoice no. (b)(6) (Authorized Dealer: (b)(6) (Order no. 1641794) . The invoice TOTAL (they listed zero dollars, zero cents each for processing & tax) was listed as \$25.95. I used my Visa debit card & deducted that amount from my checkbook. Today I received my Suntrust bank statement (my Visa debit card is with them) & I saw that \$26.73 had been deducted by www.incredimail.com from my checking account. I'm not concerned about the amount as much as the principle that, until I emailed them and Mr. Hasan wrote me back, I did not know that a billing co. that incredimail uses added (or even was going to add) tax to my total. I don't care about the small difference in cost so much as that IncrediMail is not telling their consumers that a tax will be added by another company to their total. It was never mentioned until I wrote them to ask why more was taken out of my checking account. I don't know if what IncrediMail did was illegal or not, but it sure doesn't seem ethical or "aboveboard." I want to report them so that they will have to notify consumers from now on that another fee will be added to their "final" bill.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	JHART	Entry Date:	5/30/2008
Updated By:	JOB: Upd_internet_related	Updated Date:	5/31/2008
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Internet Access Services
Amount Requested:	\$25.95	Amount Paid:	\$26.73
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	5/28/2008	Transaction Date:	5/28/2008
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)	Address 2:	
City:	Washington	State:	District of Columbia
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	
Fax Number:	(b)(6)	Ext:	
Email:	(b)(6)	Age Range:	50 - 59
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Ltd. (in Tel Aviv, United States & Elsewhere)		

Address:	U.S. Office is in New York		
City:		State/Prov:	New York
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Victor Hasan	Title:	

Record # 55 / Consumer Sentinel Network Complaints			
Reference Number:	13503346	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Email service) THIS COMPANY HAS INFECTED MY COMPUTER AND PLACES THEIR ICONS IN MY COMPUTER DAILY. ALTHOUGH I DELETE THE ICON EVERY DAY WHEN I BOOT UP IT IS THERE. THIS COMPANY HAS NO ADDRESS, NO PHONE, NO EMAIL AND NO WAY TO CONTACT THEM EXCEPT VIA A CERTAIN COMPLAINT FORM. WE CANNOT GET RID OF THEM ALTHOUGH WE HAVE SENT THEM AN EMAIL THROUGH THEIR SYSTEM TO THE "SALES" DEPARTMENT. SINCE WE ARE NOT PURCHASING ANYTHING WE DOUBT THEY WILL STOP INVADING OUR COMPUTER. WE HAVE NEVER PURCHASED ANYTHING FROM THEM, DO NOT KNOW THEM, DID NOT REQUEST ANY INFORMATION. THEY SUDDENLY ATTACHED THEMSELVES TO OUR COMPUTER.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	DCRASE	Entry Date:	4/10/2008
Updated By:	JOB: Upd_internet_related	Updated Date:	4/11/2008
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Spyware\Adware\Malware
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	4/9/2008	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	West Palm Beach	State:	Florida
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	70 - 79
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Llc		
Address:	None		
City:		State/Prov:	Location Not Reported
ZIP:		Country:	Location Not Reported
Email:		URL:	

Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 56 / Consumer Sentinel Network Complaints			
Reference Number:	13418461	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Email Provider) Downloaded and used the free email service provided by IncrediMail . I also (simultaneously) use an AOL email account. Without my permission or knowledge IncrediMail was able to extract all of my new and saved emails from my AOL account and transfer them to my IncrediMail email account. These emails were not duplicated, they completely vanished from my AOL account and reappeared (somewhat corrupted and restricted) in my IncrediMail account. I was forced to delete all of my email messages in IncrediMail and remove all traces of their software from my computer in order to prevent any further mail theft from my AOL account.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	RBROWN1	Entry Date:	3/31/2008
Updated By:	JOB: Upd_internet_related	Updated Date:	4/1/2008
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Internet Access Services
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	3/28/2008	Transaction Date:	
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Brooklyn	State:	New York
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Military Service Branch:			
Soldier Status:			
Soldier Station:			
Subject			
Subject:	Incredimail Ltd.		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 57 / Consumer Sentinel Network Complaints			
Reference Number:	13389872	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: IncrediMail software) I did not request any download of IncrediMail software, and did not make any payment. My complaint is that their software was downloaded without my request or knowledge, and in spite of numerous requests to delete it permanently, it keeps coming back. The IncrediMail web site does not give a phone number, so I cannot contact them except by e-mail. They have provided instructions that do not work, and I am furious about this invasion of my privacy and what seems to be deliberately installing virus. This company needs to clean up their act!!!		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	JHART	Entry Date:	3/27/2008
Updated By:	JOB: Upd_internet_related	Updated Date:	3/28/2008
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Spyware\Adware\Malware
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	3/26/2008	Transaction Date:	
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Chicago	State:	Illinois
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	60 - 64
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 58 / Consumer Sentinel Network Complaints			
Reference Number:	12578019	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Incredimail Software) Was introduced to Incredimail by email from a friend. Clicked on link and was directed to Web site. It told me to click and I did and a program started downloading on my computer. This program is not listed anywhere on my computer such as my programs and features to uninstall. I do not want the pictures and everything that is showing in my browser. I do not want the toolbar. I contacted the Incredimail support from their Web site and they contacted me back with a link to download another program to uninstall their first program. I was not comfortable doing this but I wanted all the visuals from this company off my computer. While downloading their software to uninstall the other software, my virus protector warned me that it was a risk. Please investigate and let me know if it is safe to run Incredimails uninstall software. Also, I would like to know why I am unable to uninstall this stuff they have downloaded on my computer without their help. The email that Incredimail support sent to me on 1/7/2008 has a case number- (b)(6)		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	ASMITLEY	Entry Date:	1/10/2008
Updated By:	JOB: Upd_internet_related	Updated Date:	1/11/2008
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Spyware\Adware\Malware
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	1/8/2008	Transaction Date:	1/7/2008
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Pensacola	State:	Florida
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	65 - 69
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail		
Address:	11 Stone St. 3rd Fl		

City:	New York	State/Prov:	New York
ZIP:	32571	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 59 / Consumer Sentinel Network Complaints			
Reference Number:	12508883	Originator Reference Number:	ICCC599899
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	ICCC Ref # 10711271541040932:On My bank stsatement they charged these charges and I did not order, or subscribe to this at this time. About two years ago I did subscribe and did but had problems with the computer and the product working so cancelled as there was not way to contack by phone, or e-mail help. They did not notify me that they were signing me up again, as it does not work on my computer. This was a unauthorized billing. I was told by a man nemed Jeff when I called the 212 number, he said to e mail them to incredimailvipsupport.com and that did not work no such assress. I have spoken with my bank and they said I had to deal with this company. Yea like that will happen. thanks you. (b)(6)		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	11/27/2007
Updated By:	IC3-USER	Updated Date:	3/17/2008
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:		Amount Paid:	\$40.34
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	11/27/2007	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)	Address 2:	
City:	RIVERSIDE	State:	California
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Incredimail Ltd		
Address:	TelAvive IP		
City:	Foreign	State/Prov:	Location Not Reported
ZIP:		Country:	Location Not Reported
Email:		URL:	
Area Code:	212	Phone Number:	6821995

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	





Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints

Reference Number:	46055044	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I registered their annual membership yesterday night, but now I want to cancel or at least change to monthly membership, because I felt that I had mistaken. And they said the could refund me if I contacted them within two days of the billing date. And since I registered yesterday, my bill is still pending (not yet even charged) , so I thought they would refund my money. But they insisted that "You joined on 33013. Your trial expired on 4613. You sent your email to us on 4913 asking to cancel this is well after the free 7 day trial. This account is non refundable. We canceled your subscription when you contacted us on 4913." And I dont get it. Because my past subscription was already canceled on April, and I newly joined an annual membership yesterday. I requested my recent annual membership refund yesterday, which the billing is still in pending, but they said they couldnt refund, since I contacted them on 462013. But as for this annual membership, I certainly contacted them today 5232013, within two days of the billing date. UPDATE 05/23/13: Consumer reports she called the company and they refuse to give her a refund. bkendall.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	5/23/2013
Updated By:	BKENDALL	Updated Date:	5/23/2013
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Internet Web Site Design\Promotion
Amount Requested:	\$39.00	Amount Paid:	\$39.00
Payment Method:	Credit Card	Agency Contact:	Phone
Complaint Date:	5/23/2013	Transaction Date:	5/23/2013
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	N	Dispute with Credit Bureau - Resolved to Satisfaction?:	N
Member of armed forces or dependent?:	No		
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Champaign	State:	Illinois
Zip:	(b)(6)	Country:	UNITED STATES

Home Number:	(b)(6)	Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	© Perion Network Ltd.		
Address:	15809 Bear Creek Pkwy, Redmond		
City:	Redmond	State/Prov:	Washington
ZIP:	98052	Country:	United States
Email:	support@smilebox.com	URL:	http://smilbox.com/
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Josh	Title:	

Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	39388633	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>Hello I am at wits end. I bought and paid for Incredimail and all the licenses that go with it. Including The Gold Content license ,which allows me to download Gold content from there site .I have had this for years and have had no problem until I downloaded the (Incredimail 2) Know I get a error message telling me that I can not download any gold content and to notify (goldgallerysupport@incredimail.com) which I did several times in a month and never received any answers.Below you will see all the information and addresses that I went too ,to fix the problem and got no where:When I did an online search of the compant I found that there was two companies listed at the same address and no way ,to contact either one.The other company was Smilebox and there tel number is 425-881-9475 I wish that someone can do something about this. 1-800-713-7784 - http://help.incredimail.com/incredimail/help_center/help_article.aspx?article_id=169&lang_id=9Internal server error. There is a problem with the resource you are looking for, and it cannot be displayed. 15809 Bear Creek Parkway Suite 320 Redmond, WA 98052 (425) 881 9625 fax Online Support http://support.smilebox.com/ Customer support message line (360) 797 5269 http://www.incredibar.com/Contact http://www.dogpile.com/search/web?fcoid=417&fcop=topnav&fpid=27&q=Incredimail can not download Gold content&q = http://www.perion.com/contact-us "http://www2l.incredimail.com/ Daniel Katz Advertising Manager Tel: 972-3-7696100 Ext: 243 Email: :Advertisers@incredimail.com" Perion Network Ltd. Orr Towers, 4 Hanechoshet St Tel Aviv 69710, Israel privacy@perion.com. Our main office: Perion 15809 Bear Creek Parkway, Suite 320 Redmond, WA 98052</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	ECGCUSER	Entry Date:	8/9/2012
Updated By:		Updated Date:	
Complaint Source:	Econsumer.gov	Product Service Code:	Computers: Equipment\Software
Amount Requested:	\$30.00	Amount Paid:	\$30.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	8/9/2012	Transaction Date:	
Initial Contact:	I Initiated Contact	Initial Response:	
Statute/Rule:		Law Violation:	Other (Explain in Comment Field)
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No		
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	NORTH PORT	State:	Florida
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
		Soldier Status:	

Military Service Branch:			
Soldier Station:			
Subject			
Subject:	Perion Network Ltd Orr Towers		
Address:	4 Hanechoshet St		
City:	Tel Aviv	State/Prov:	
ZIP:	69710	Country:	Israel
Email:	Advertisers@incredimail.com	URL:	http://www.perion.com
Area Code:	972	Phone Number:	37696100
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Daniel Katz	Title:	





Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints

Reference Number:	43046230	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Hi, I clicked on the Smilebox link for "FREE" invitation card form. After a long series of I was asked to supply mostly trying to sell me services I had to set up an account. I did so. But after I selected the invitation that I wanted to print, I was unable to. Maybe there's a way, but I have lots of experience with the internet and 19 years formal education, and I could not do it. I gave up. Afterwards, the company sent me emails and text solicitations. I can't stop them. I'm unable to unsubscribe, unable to reach a human on telephone, and they were not responsive to my emails. Thanks for considering this, (b)(6)		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	1/15/2013
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Internet Information Services
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Internet
Complaint Date:	1/15/2013	Transaction Date:	10/15/2012
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No		

Consumer Information

Consumer

Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Rockville	State:	Maryland
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
		Soldier Status:	

Military Service Branch:			
Soldier Station:			
Subject			
Subject:	Smilebox, Ince		
Address:	15809 Bear Creek Parkway S. 320		
City:	Redmond	State/Prov:	Washington
ZIP:	98052	Country:	United States
Email:	pr@smilebox.com	URL:	http://www.smilebox.com
Area Code:	425	Phone Number:	8819625
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	39964258	Originator Reference Number:	408004
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>A year ago I signed up with Smilebox, which is located in Redmond, WA and charged the fee to my credit card. I rarely used the service and didn't think anything more about it until I saw my credit card statement this month charging me for another year. I went to the website to cancel my subscription and request a refund. They sent a form stating I was no longer a member but could use the service until April 2013. I tried calling their office and an automated answering system said there is no one there to accept customer service calls. Again I went to the website and this is their response: "You authorize Smilebox, Inc. to automatically bill the charge card you provide on each applicable subscription period renewal date until you cancel the Services. Payments are billed in advance at the beginning of the applicable subscription period." And this: "REFUND POLICY All payments are completely non-refundable. " I find the BBB has given them a C- because of previous complaints. Their TERMS state:"The term of this Agreement will commence upon your use of the Service and will survive even after you have stopped using the Service." I would appreciate your assistance in getting this company to issue a refund. Thank you. Expected resolution details: I ssue a refund and develop a better cancellation and refund policy. --- Resolution: Resolution-CLOSED ADJUSTED --- Status: Closed --- Estimated Savings: 0.00 --- Actual Savings: 0.00 --- WAG Resolution Date: 5/25/2012 9:59:07 AM</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	WA01-USER	Entry Date:	5/1/2012
Updated By:		Updated Date:	
Complaint Source:	Washington, Attorney General	Product Service Code:	Office: Ad Space\Directory Listings
Amount Requested:	\$39.99	Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	5/1/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	FARMINGTON	State:	Arkansas
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	60 - 64
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			

Subject:	Smilebox		
Address:			
City:	Redmond	State/Prov:	Washington
ZIP:	98052	Country:	United States
Email:		URL:	
Area Code:	425	Phone Number:	8819675
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 3 / Consumer Sentinel Network Complaints			
Reference Number:	35656636	Originator Reference Number:	1202181222399712
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: Trying to send an ecard Mother's Day greeting card by email to my cousin in Norway. Chose Smilebox to do this. Selected a card out of a choice of 8. Was asked do you want to put an image on the card? I clicked on "all images" using my finder. At that moment, without clicking any further, my social security card and my drivers license showed up on the ecard. I got out of the site. There were 800 pictures in my "all images." I never got the opportunity to select one of my imagea to put onto the card. The only thing I clicked on was 'all images' and smilebox immiediately on their own selected my D.L. and Soc Sec card for the ecard. My D.L. and Seoc Sec card had been scanned to 'all images' in the first place because I had to email them to a prospective employer.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	2/18/2012
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	2/18/2012	Transaction Date:	
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	DENVER	State:	Colorado
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	60 - 64
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Smilebox.com		
Address:			
City:		State/Prov:	

ZIP:		Country:	
Email:		URL:	smilebox.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 4 / Consumer Sentinel Network Complaints			
Reference Number:	34372341	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>I followed a ad on the side bar of a Google search for Memory Quilts that lead me to believe Smilebox.com could help with a project. I have a screen shot of the page and ad. Smilebox said that I was no longer eligible for a free trial, since I had used this benefit some five years ago. I left this site at that time only to come onto it again yesterday, Sunday 8 Jan 2012. Not finding the info when I did a search, only for one object Baby quilt with photo, I thought that I might have to become a paid subscriber to view other related projects. this is why, I paid for a full subscription. After looking through their posted projects nothing fit my needs. I contacted Consumer support and asked that my payment be refunded because , I was led to their site because of a Deceptive ad. After three e-mails, I was told: Sorry but this is not a Smilebox ad. This is a relink from Google and its partners that they have created not us. A refund is still not available to you since you have passed the free 14 day trial and did not cancel before hand. Thanks Smilebox Support Subject: Ticket # (b)(6) Solution Suggested (Deceptive ad) I feel cheated. Master Card can't do anything until the charge is processed to my account, it is still on hold. Thanks for any help that you can provide with a possible solution.</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	1/9/2012
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Internet Information Services
Amount Requested:	\$39.00	Amount Paid:	\$39.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	1/9/2012	Transaction Date:	1/8/2012
Initial Contact:	I Initiated Contact	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No		
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	
Address 1:	(b)(6)	State:	Texas
City:	Sequin	Country:	UNITED STATES
Zip:	(b)(6)	Work Number:	
Home Number:	(b)(6)	Ext:	
Fax Number:		Age Range:	70 - 79
Email:	(b)(6)	Soldier Status:	
Military Service Branch:			
Soldier Station:			
Subject			
Subject:	Smilebox Redwood		
Address:			

City:		State/Prov:	
ZIP:		Country:	United States
Email:	support@smilebox.com	URL:	http://www.smilebox.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 5 / Consumer Sentinel Network Complaints			
Reference Number:	35606486	Originator Reference Number:	400639
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>I was charged an automatic annual subscription fee by Smilebox.com (Redmond, WA) . I signed up for the service over a year ago, didn't use it, and unfortunately forgot to cancel my subscription. I found the charge on my WSECU credit card statement and contacted the company to cancel my subscription and asked for a refund of my fee. The company rejected my request for a refund stating that their terms of agreement have a "no refund" policy and that I should have been aware of that policy when I signed up for their service. I complained that 1) they did not notify me prior to the automatic renewal that it would take place, 2) they did not confirm receipt of payment upon renewal, and 3) there is no grace period during which I can cancel my subscription with refund. Smilebox, Inc. argue that they are under no legal obligation to inform customers of automatic renewal dates because customers agree to the terms of service upon subscribing. I contend that this practice of "silent renewal" effectively and unfairly hides non-refundable charges from consumers. I also question the company's stance regarding the legality of this practice: Does Washing State law compel companies to inform customers before renewal? If not, wouldn't such a requirement be in the best interest of consumers? Thank you in advance for your consideration. Expected resolution details: Refund my annual subscription fee, advise all subscribers prior to automatic renewal, and grant a grant period where subscriptions can be canceled without penalty. --- Resolution: Resolution-CLOSED ADJUSTED --- Status: Closed --- Estimated Savings: 0.00 --- Actual Savings: 0.00 --- WAG Resolution Date: 1/19/2012 12:24:38 PM</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	WA01-USER	Entry Date:	1/9/2012
Updated By:		Updated Date:	
Complaint Source:	Washington, Attorney General	Product Service Code:	Office: Ad Space\Directory Listings
Amount Requested:	\$0.00	Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	1/9/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer - 1			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	OLYMPIA	State:	Washington
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	

Soldier Station:			
Consumer - 2			
Complaining Company/Org:			
First Name:		Last Name:	Not Provided
Address 1:		Address 2:	
City:		State:	
Zip:		Country:	
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Smilebox		
Address:			
City:	Redmond	State/Prov:	Washington
ZIP:	98052	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 6 / Consumer Sentinel Network Complaints			
Reference Number:	27052192	Originator Reference Number:	12960022247932
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments: Complaint Type: - Refund or Exchange Issues			
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBB-USER	Entry Date:	6/28/2010
Updated By:		Updated Date:	
Complaint Source:	BBB WA DuPont	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	6/28/2010	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	
Address 1:	(b)(6)	State:	Connecticut
City:	SOUTHINGTON	Country:	UNITED STATES
Zip:	(b)(6)	Work Number:	
Home Number:	(b)(6)	Ext:	
Fax Number:		Age Range:	
Email:		Soldier Status:	
Military Service Branch:			
Soldier Station:			
Subject			
Subject:	Smilebox Inc		
Address:	8201 164th Ave NE Ste 305		
City:	Redmond	State/Prov:	Washington
ZIP:	98052-7604	Country:	United States
Email:		URL:	
Area Code:	425	Phone Number:	8819475
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
		Title:	

Representative Name:			
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Record # 7 / Consumer Sentinel Network Complaints			
Reference Number:	27052156	Originator Reference Number:	12960022245600
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments: Complaint Type: - Billing or Collection Issues			
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBB-USER	Entry Date:	6/9/2010
Updated By:		Updated Date:	
Complaint Source:	BBB WA DuPont	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	6/9/2010	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	
Address 1:		State:	Ohio
City:	WELLSVILLE	Country:	UNITED STATES
Zip:	(b)(6)	Work Number:	
Home Number:		Ext:	
Fax Number:		Age Range:	
Email:		Soldier Status:	
Military Service Branch:			
Soldier Station:			
Subject			
Subject:	Smilebox Inc		
Address:	8201 164th Ave NE Ste 305		
City:	Redmond	State/Prov:	Washington
ZIP:	98052-7604	Country:	United States
Email:		URL:	
Area Code:	425	Phone Number:	8819475
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
		Title:	

Representative Name:			
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Record # 8 / Consumer Sentinel Network Complaints			
Reference Number:	27052170	Originator Reference Number:	12960022243486
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments: Complaint Type: - Customer Service Issues			
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBB-USER	Entry Date:	6/4/2010
Updated By:		Updated Date:	
Complaint Source:	BBB WA DuPont	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	6/4/2010	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	
Address 1:		City:	BELLEVUE
City:	BELLEVUE	State:	Washington
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Smilebox Inc		
Address:	8201 164th Ave NE Ste 305		
City:	Redmond	State/Prov:	Washington
ZIP:	98052-7604	Country:	United States
Email:		URL:	
Area Code:	425	Phone Number:	8819475
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
		Title:	

Representative Name:			
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Record # 9 / Consumer Sentinel Network Complaints			
Reference Number:	25685533	Originator Reference Number:	12960022233384
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments: Complaint Type: - Billing or Collection Issues			
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBB-USER	Entry Date:	2/3/2010
Updated By:		Updated Date:	
Complaint Source:	BBB WA DuPont	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	2/3/2010	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	
Address 1:	(b)(6)	City:	WINDSOR
City:	WINDSOR	State:	Ontario, Canada
Zip:	(b)(6)	Country:	CANADA
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Smilebox Inc		
Address:	8201 164th Ave NE Ste 305		
City:	Redmond	State/Prov:	Washington
ZIP:	98052-7604	Country:	United States
Email:		URL:	
Area Code:	425	Phone Number:	8819475
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
		Title:	

Representative Name:			
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Record # 10 / Consumer Sentinel Network Complaints			
Reference Number:	25417713	Originator Reference Number:	12960022231681
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments: Complaint Type: - Billing or Collection Issues			
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBB-USER	Entry Date:	1/26/2010
Updated By:		Updated Date:	
Complaint Source:	BBB WA DuPont	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	1/26/2010	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	
Address 1:		State:	South Carolina
City:	MOUNT PLEASANT	Country:	UNITED STATES
Zip:	(b)(6)	Work Number:	
Home Number:		Ext:	
Fax Number:		Age Range:	
Email:		Soldier Status:	
Military Service Branch:			
Soldier Station:			
Subject			
Subject:	Smilebox Inc		
Address:	8201 164th Ave NE Ste 305		
City:	Redmond	State/Prov:	Washington
ZIP:	98052-7604	Country:	United States
Email:		URL:	
Area Code:	425	Phone Number:	8819475
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
		Title:	

Representative Name:			
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Record # 11 / Consumer Sentinel Network Complaints			
Reference Number:	25130344	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	they offer a free trial and i used it twice but really didn't like the system.I finally tried to cancel it 1/14/10 but kept being unable to because it kept freezing conveniently for the company.I tried looking up a call number but there is noon just one link takes you to another and then another and yet another.It seems to be designed for people to just give up and get stuck with the charge.Then today when I cancel I see that it says I cancelled the club part but not the free part ,i never knew nor was it disclose that I could use it for free ,otherwise I would not have gone into the trial period at all.I feel cheated and robbed ,these sites should be closed down because they prey on the public without shame. I do hope you can assist me in getting my money back .They already charge me when my trial was to finish yesterday at 12 midnight and today I already have the money deducted from my account which implies that it was processed before the trial period finished otherwise it would not be clearing my bank today.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	1/15/2010
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Internet Information Services
Amount Requested:	\$0.00	Amount Paid:	\$39.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	1/15/2010	Transaction Date:	12/31/2009
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Miami	State:	Florida
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	40 - 49
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Smilebox		
Address:			
City:		State/Prov:	
ZIP:		Country:	United States

Email:		URL:	www.smilebox.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	none none	Title:	none

Record # 12 / Consumer Sentinel Network Complaints			
Reference Number:	24828318	Originator Reference Number:	12960022221287
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments: Complaint Type: - Billing or Collection Issues			
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBB-USER	Entry Date:	11/18/2009
Updated By:		Updated Date:	
Complaint Source:	BBB WA DuPont	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	11/18/2009	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	
Address 1:	(b)(6)	State:	Wisconsin
City:	UNION GROVE	Country:	UNITED STATES
Zip:	(b)(6)	Work Number:	
Home Number:		Ext:	
Fax Number:		Age Range:	
Email:		Soldier Status:	
Military Service Branch:			
Soldier Station:			
Subject			
Subject:	Smilebox Inc		
Address:	8201 164th Ave NE Ste 305		
City:	Redmond	State/Prov:	Washington
ZIP:	98052-7604	Country:	United States
Email:		URL:	
Area Code:	425	Phone Number:	8819475
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
		Title:	

Representative Name:			
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Record # 13 / Consumer Sentinel Network Complaints			
Reference Number:	24344513	Originator Reference Number:	I0910081527507801
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	ICCC Ref #:I0910081527507801. I took a free trial membership of Smilebox in January. I cancelled the membership after the first month. Every month, since January, Smilebox has been taking 5 or 6 dollars a month from my debit card. When e-mailed the company, I was told that I only had a free membership and wasn't being charged. When I called the company, there was never any answer.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	10/8/2009
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Credit Cards
Amount Requested:		Amount Paid:	\$50.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	10/8/2009	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	MYRTLE BEACH	State:	South Carolina
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	30 - 39
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Smilebox		
Address:	Redmond, USA 8201 164th Ave NE		
City:	Redmond	State/Prov:	Washington
ZIP:	98052	Country:	United States
Email:	business@smilebox.com	URL:	
Area Code:	425	Phone Number:	8819475
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 14 / Consumer Sentinel Network Complaints			
Reference Number:	21945851	Originator Reference Number:	12960022190159
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments: Complaint Type: - Billing or Collection Issues			
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBB-USER	Entry Date:	2/17/2009
Updated By:		Updated Date:	
Complaint Source:	BBB WA DuPont	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	2/17/2009	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	
Address 1:	(b)(6)	State:	New Hampshire
City:	DERRY	Country:	UNITED STATES
Zip:	(b)(6)	Work Number:	
Home Number:	(b)(6)	Ext:	
Fax Number:		Age Range:	
Email:		Soldier Status:	
Military Service Branch:			
Soldier Station:			
Subject			
Subject:	Smilebox Inc		
Address:	8201 164th Ave NE Ste 305		
City:	Redmond	State/Prov:	Washington
ZIP:	98052-7604	Country:	United States
Email:		URL:	
Area Code:	425	Phone Number:	8819475
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
		Title:	

Representative Name:			
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Record # 15 / Consumer Sentinel Network Complaints			
Reference Number:	21303418	Originator Reference Number:	12960022180947
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments: Complaint Type: - Billing or Collection Issues			
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBB-USER	Entry Date:	12/16/2008
Updated By:		Updated Date:	
Complaint Source:	BBB WA DuPont	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	12/16/2008	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	
Address 1:		State:	Montana
City:	GREAT FALLS	Country:	UNITED STATES
Zip:	(b)(6)	Work Number:	
Home Number:		Ext:	
Fax Number:		Age Range:	
Email:		Soldier Status:	
Military Service Branch:			
Soldier Station:			
Subject			
Subject:	Smilebox Inc		
Address:	8201 164th Ave NE Ste 305		
City:	Redmond	State/Prov:	Washington
ZIP:	98052-7604	Country:	United States
Email:		URL:	
Area Code:	425	Phone Number:	8819475
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
		Title:	

Representative Name:			
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Record # 16 / Consumer Sentinel Network Complaints			
Reference Number:	20331007	Originator Reference Number:	12960022168072
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments: Complaint Type: - Billing or Collection Issues			
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBB-USER	Entry Date:	8/21/2008
Updated By:		Updated Date:	
Complaint Source:	BBB WA DuPont	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	8/21/2008	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	
Address 1:	(b)(6)	State:	Missouri
City:	TROYTROY	Country:	UNITED STATES
Zip:	(b)(6)	Work Number:	
Home Number:	(b)(6)	Ext:	
Fax Number:		Age Range:	
Email:		Soldier Status:	
Military Service Branch:			
Soldier Station:			
Subject			
Subject:	Smilebox Inc		
Address:	8201 164th Ave NE Ste 305		
City:	Redmond	State/Prov:	Washington
ZIP:	98052-7604	Country:	United States
Email:		URL:	
Area Code:	425	Phone Number:	8819475
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
		Title:	

Representative Name:			
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